MTMC Stevedoring and Transportation Related Services Performance Objectives

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Required Service	Common (C) / Unique (U)	Performance Standard(s) (Acceptable Quality Level) (minimum acceptable level of performance)	Acceptable Quality Level: maximum allowable deviation from requirement before Unsatisfactory	Method of Surveillance	Impact if Not Met	Probability of Not Being Met	Government Corrective Actions (mitigations, contingencies, etc.)	Comments
Contractor will comply with published DoD time standards for ship operations, excluding extenuating circumstances / conditions.	С							
Ship loaded on time (based on the expected stow factor)	С							
Standards of Service & Safety Inspections	С	100% inspection of critical plan elements,;90% of non- critical plan elements accomplished; 95% on time		Periodic review of inspection reports, cross-checked against customer complaints, measured over one quarter			Issue Contract Discrepancy Report	
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